

.

From: bob_belzarini@agilent.com
Sent: Monday, November 09, 2009 3:38 PM
To: Hanchett, James (DPH)
Subject: RE: 5972MSD

Hi Jim,

It's me again. Even though our system (one of them) says the parts are active, they are not. I can't get them. I did search the web and found a few places that have parts for the 5972 MSD.

I'll call you in the AM.

Bob

Bob Belzarini

Field Service Engineer
Agilent Technologies
40 Shattuck Road
Andover, Mass. 01810
bob_belzarini@agilent.com
978-681-2109 Voicemail
Service 1-800-227-9770

From: Hanchett, James (DPH) [<mailto:James.Hanchett@state.ma.us>]
Sent: Friday, October 30, 2009 9:01 AM
To: BELZARINI,BOB (A-USA,ex1)
Subject: RE: 5972MSD

Hi Bob,

Took apart 5972 and checked for grounds. We didn't find any. But the GC interface socket was stripped. Can that be the problem and can we get a part?

Jim

From: bob_belzarini@agilent.com [mailto:bob_belzarini@agilent.com]
Sent: Thursday, October 29, 2009 5:05 PM
To: Hanchett, James (DPH)
Cc: francis_j_querzoli@agilent.com
Subject: RE: 5972MSD

Jim

A colleague of mine will be in Amherst tomorrow on a service call at U Mass and may give you a

call to stop by if he has time, if that's OK with you.

His name is Frank Querzoli.

Bob

Bob Belzarini

Field Service Engineer
Agilent Technologies
40 Shattuck Road
Andover, Mass. 01810
bob_belzarini@agilent.com
978-681-2109 Voicemail
Service 1-800-227-9770

From: Hanchett, James (DPH) [<mailto:James.Hanchett@state.ma.us>]
Sent: Thursday, October 29, 2009 10:35 AM
To: BELZARINI,BOB (A-USA,ex1)
Subject: RE: 5972MSD

Hi Bob,

That's the first thing we replaced when we noticed the problem (had a spare). We will vent the 5972 first thing tomorrow and check for ground and bad connections. I'll let you know how we make out. If you have any more ideas just email.

Thanks,

Jim

From: bob_belzarini@agilent.com [mailto:bob_belzarini@agilent.com]
Sent: Thursday, October 29, 2009 9:55 AM
To: Hanchett, James (DPH)
Subject: 5972MSD

Hi Jim,

Just another thought. The lens insulator Part G3170-20530 (\$330.00) could also cause some problems with shorting out the lenses due to age. If you want I can send you one to try. Unfortunately if it doesn't fix the problem, you own it.

Or just wait for me to come in.

Either way let me know.

Thanks,

Bob

Bob Belzarini

Field Service Engineer
Agilent Technologies
40 Shattuck Road
Andover, Mass. 01810
bob_belzarini@agilent.com
978-681-2109 Voicemail
Service 1-800-227-9770